Workday Touchpoints Kit
Playbook
The Workday Touchpoints Kit is a collection of diagrams, heatmaps, and organizational details that helps users understand how a decision in one product area can impact functionality or configuration in another.

By illustrating granular connection points at every important intersection within the tenant, the Workday Touchpoints Kit allows customers and consultants to see the big picture for both current and future deployments. As a result, they are empowered to create unified solutions that are built for the future.
Touchpoints Diagrams illustrate overlaps, inbound flows, and outbound flows across the product suite. Using the legend above, users are able to assess interconnections between multiple functional areas for optimal configuration and decision-making.
Design Heatmaps symbolize the impacts of deployment considerations and are accompanied by informational tables that decode and detail their significance. Touchpoints Diagrams show the direction and flow of data, while Design Heatmaps show the consequences of each design decision.
Organizational Details show how specific objects within the Workday system interact with each product area. This means that you can anticipate how any organization type interacts across Workday Human Capital Management, Workday Financial Management, Workday Payroll, and Workday Student.
Ready to Use the Kit?

There are two ways to gain access to the Workday Touchpoints Kit:

1. Complete the **Getting Started with Workday Touchpoints** curriculum.
   This self-paced training helps prepare new and existing customers to make educated design and configuration decisions during initial and subsequent deployments of Workday.

2. Become a **Workday Pro**.
   Workday Pro is for customers who want to become more competent and self-sufficient with Workday. A good candidate is someone with exceptional technical and functional expertise, or someone who wants to deepen their knowledge to reach that level of Workday know-how.

You can learn more about the Workday Touchpoints Kit by visiting our page on **Workday Community**.